

Staff Experience case study



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After attending the [Schwartz in Higher Education conference](#) co-hosted by the Point of Care Foundation and the University of Liverpool in 2022, Harriet went on to help establish Schwartz Rounds at the University of East Anglia (UEA).

How did you find the Schwartz in Higher Education conference?

I found it lovely. I think then it was really significant that we were able to be in the same space again after the pandemic and experience a physical face-to-face Round. It was a really powerful one and some of the stories shared I still remember – it really stayed with me.

There were also workshops around the practicality of running Rounds that I think were well done. They helped explain, ‘these are the kinds of roles that you need to have, you need to set up a steering group, you need to have an administrator’. And that was really useful because I went into it not really knowing much about that side of it.

I also really appreciated there was quite a challenging session on Equality, Diversity and Inclusion. I thought there was a really high level of engagement with that session and also a high level of facilitation which made people feel able to broach some difficult topics.

What helped you decide to move forward with establishing Rounds at UEA?

It was kind of a combination of factors, but I think that opportunity to connect was really important. One thing was the kindness of staff at the Point of Care Foundation and the sense of support that there’s an infrastructure in place and people who can help walk you through the process in baby steps.

Going into the conference, I was anxious about how it would work if something came up in a Round that was quite triggering for someone. But, I found other people at the conference had similar sorts of questions and I felt much more confident about those concerns after the conference.

How did you find the process of establishing Rounds?

It’s been quite a lot of work I would say. But, we had quite a lot of interest straight away. It was tricky to find times to meet as a steering committee to get things off the ground. There’s quite a bit you have to complete, and people only attended their training in November/December 2022. So, it’s all been quite quick. But I was really proud we did manage it and we held our first Round in January 2023. And we’re going to try and run them every two months during the academic year going forward.

Is there any advice you’d give someone else interested in setting up Rounds at a Higher Education Institution?

Probably, mainly to talk to Laura Golding. Laura’s amazing, just really kind. She has so much expertise and experience – I felt like I was in safe hands. And if you’ve got any questions, the Point of Care Foundation will be able to help. Don’t worry – there will be someone who’s gone through the same before and there will be a way to move forward.